

Adobe solutions for citizen and social services

Automate processes to provide citizens with rapid, responsive access to government services



Improving service delivery

Using Adobe solutions, the Illinois Department of Human Services automated 2,000 paper-based forms that can be filled out and submitted online, with data automatically flowing into back-end systems. This enables the agency to improve service delivery while saving millions of dollars in administrative costs annually.

Constant pressure to reduce costs is nothing new in the social services sector. Yet, ongoing budget cuts, reduced headcounts, and a growing number of monthly furloughs put even greater pressure on agencies to find new, more efficient ways to provide responsive, high-quality services with fewer resources. As if that's not enough to contend with, agency employees are expected to manage, share, and archive volumes of case documentation. Maintain accurate regulatory compliance records. Communicate and coordinate with countless colleagues and agencies, sometimes across great distances. And uphold the privacy of each citizen while simplifying citizen access to personalized information across a range of digital devices.

More efficient interactions, more satisfied citizens

Adobe's citizen and social services solutions are designed to help agencies provide rapid, responsive service in the face of shrinking resources. Governments around the world use Adobe solutions to automate processes that increase efficiency, improve compliance documentation, and lower costs. These solutions give civil servants, case workers, administrators, and managers fast, easy access to the information they need. They enable cost-effective, multiagency communication and collaboration. And empower citizens to participate in their cases through self-service interfaces that simplify access to personal information and reduce the burden of agency staff.

Easily integrated with existing IT infrastructure, Adobe solutions can connect multiple back-end systems with rich front-end interfaces to support streamlined, end-to-end social service processes including service selection and enrollment, benefits management, citizen communications, and intra-agency collaboration.

Boost citizen satisfaction with every interaction

Make it simpler for citizens to find the information they need quickly—whether they're researching eligibility requirements, applying for benefits, or enrolling in services. Use Adobe solutions to design and deploy rich applications that shift more interactions to lower cost, self-service portals. Streamline key processes, such as benefit enrollment, through interactive online experiences that guide citizens through each step. Include applicant-centric questions that help citizens identify and select the right forms for their unique needs. And increase the number of successful, self-service transactions while reducing the need and expense of multiple in-person interactions and telephone calls.

Automate processes for increased efficiencies

Many agencies are already using Adobe solutions to streamline social services workflows, increase efficiencies, and provide more accurate, responsive citizen services. By connecting disparate back-end systems with easy-to-navigate internal applications, social services agencies can automate and integrate standard processes such as services and benefits selection, enrollment, and management. Minimize costly errors, manual data entry requirements, and redundancies by integrating barcode technology, prepopulated fields, case numbers, and automatic checks into online applications. And promote accountability and transparency through automated routing capabilities that send citizen applications along predefined paths within the agency. Agencies can also enable caseworkers to collaborate with co-workers in a timely manner, review information collected in previous steps, contribute additional information, and make fully informed determinations of eligibility.

In addition, Adobe solutions include powerful, yet simple-to-use web analytics that help agencies track service quality commitments and pinpoint ways to improve services delivery processes.

A win-win solution

By streamlining citizen-facing services with Adobe solutions, the London Borough of Southwark reduced the number of call citizens needed to make from five to one, accelerated the processing of some requests from 36 days to one, and saved US \$1.7 million in administrative costs.

Customize correspondence for clear communication

Create, assemble, and deliver tailored, interactive correspondence that notifies citizens of program eligibility, describes next steps, suggests additional services, or explains reasons for denial. Using Adobe solutions, agency employees can easily combine preapproved content blocks, interactive media elements, and fillable electronic forms into personalized, compelling communications that address the specific needs and situations of each citizen. These streamlined correspondence processes help agencies maximize the value of every interaction, while minimizing cost and risk through automated communications that support compliance, security, and citizen satisfaction.

Collaborate for the greater good

To deliver responsive, personalized support, social services professionals rely on Adobe solutions to establish real-time, online communications between agencies, caseworkers, and citizens using any web browser. Adobe solutions enable agency personnel to conduct interviews, access electronic records, and collaborate on cases "in person" from anywhere in the world. These easy-to-use solutions can result in faster, better decision-making and improved results.

Increase efficiencies and deliver higher quality services

Using Adobe solutions, agencies can increase citizen empowerment and satisfaction by making personal information more readily available through self-service, online experiences. Increase employee productivity and reduce costs by automating key processes such as service selection and enrollment, claims submission and management, and constituent communications. Reduce costly paper-based processes and the associated errors that go with them. And boost the productivity of agency personnel by freeing them to devote more time to case work, less time to paperwork. Choose Adobe solutions for citizen and social services to deliver consistently superior service and promote public welfare for the greater good.

For more information

Solution details:

[www.adobe.com/solutions/
customer-experience/
government](http://www.adobe.com/solutions/customer-experience/government)



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